



## JOB INFORMATION

<i>Job Code:</i>	139045
<i>Job Title:</i>	Faculty Support Specialist
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May lead one or more employees performing similar work.; May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Faculty Services
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

## JOB SUMMARY

Plans and coordinates course delivery and management for faculty. Serves as an administrative resource for continuous development and updates of policies and procedures. Collaborates with human resources and other support staff to plan school- and/or department-wide projects, events, and activities.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
	X	5 years	

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience working with university faculty.
X		Administrative experience.
X		Familiarity with academic life cycle.
X		Fluency with all relevant applications (e.g., Microsoft Office, Twitter).

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience planning events and activities.
X		Excellent written and oral communication skills.
	X	Experience maintaining currency with and communicating university policies.
	X	Experience conducting training programs.
	X	Leadership experience.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Plans and coordinates course delivery and management for faculty. Manages services and performance standards for current and prospective faculty/instructors, ensuring students are able to meet objectives. Administers services and operations, identifying best practices, trends and needs for effective operations. Serves as primary contact for technical service and support, and responds to external inquiries.				
Develops and may oversee content delivery for varied professional/graduate programs (e.g., websites, social media). Supports the development of school and/or program operations, services, policies and procedures.				
Gathers and communicates all information necessary for faculty academic life cycle. Generates and analyzes quality assessments, and prepares reports on faculty related data and trends as needed. Updates leadership and recommends changes, as appropriate. Assists with the development and maintenance of faculty databases, calendars and documentation. Stays up-to-date with university and governmental IT policies and procedures.				
Partners and collaborates with human resources and other support staff to plan school- and/or department-wide activities. Coordinates teaching demonstrations, guest lectures and committee meetings, facilitating appropriate reminders and documentation. Reserves rooms and creates materials (e.g., rosters, sign-in sheets, flashcards, tent cards, seating charts) as requested for events.				
Conducts program-focused training (e.g., onboarding), and assists with the development and assessment of faculty readiness and proficiency through live classroom sessions, course development, and deployment. Maintains and facilitates access to course materials as needed (e.g., provisioning books) to support instruction of assigned courses.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

### Campus Security Authority (CSA)

By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <https://dps.usc.edu/alerts/clery/>

Essential:

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.